



March 2020

QUARTERLY COMPREHENSIVE ERROR RATE TESTING (CERT) BY WPS (MEDICARE) REPORT THE MOST COMMON BILLING ERRORS FOR PART B CLAIMS 4th QUARTER 2019

Insufficient Documentation 59% - missing and or incomplete physician order and supporting documentation for diagnostic testing. Make sure that when you order tests, even when performed in your office that there is documentation of why you are ordering the test, as well as a signed order for the test to be performed.

Incorrect Coding 25% - Evaluation and Management services being upcoded or downcoded, or the documentation doesn't support the location, duration, or type of code billed. Review the CPT and it's guidelines to make sure that your notes support the level of service provided. Ask an auditor to periodically review your documentation for coding accuracy.

No Response 13% - No medical records were received by the carrier at all. Make sure to review and respond to *all* correspondence from carriers. Not only will these "no replies" cause you to lose payment, but your very provider status can be in jeopardy.

No Documentation 2% - Missing documentation for nursing facility or inpatient visits. Documentation was not available by the office or the facility. The provider must always be able to provide documentation of the services billed.

PARTICIPATE IN THE WISCONSIN PHYSICIAN SERVICES SURVEY

WPS is encouraging providers to give feedback for experiences and interactions with various departments. The information will be shared with CMS. Please consider taking the time to participate in the survey. We consider this a terrific opportunity to have your voice heard. To participate please use this link:

https://www.surveygizmo.com/s3/5439699/?MAC_BRNC=15&MAC=J8-WPS

BLUE CROSS BLUE SHIELD WEBSITE FOR SUBSCRIBERS

Your patients have access to learn about their insurance benefits, claim history, coverage, and special offers through the BCBSM patient portal. On their home page balances of deductible, coinsurance max, and total out-of-pocket are listed, as well as all explanation of benefits. In addition, the Blue365 feature at the bottom of their page lists offers for discounts on fitness classes, weight management programs, fitness clothing equipment, and more.

Go to www.BCBSM.com for more information.

And remember, we're here to help you. Don't hesitate to call at any time for any reason.